

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE		PAGE OF PAGES 1 3	
2. AMENDMENT/MODIFICATION NO. 38		3. EFFECTIVE DATE See Block 16C		4. REQUISITION/PURCHASE REQ. NO.		5. PROJECT NO. (If applicable)
6. ISSUED BY John F. Kennedy Space Center, NASA Procurement Office – ODIN – OP-MS Kennedy Space Center, FL 32899		7. ADMINISTERED BY (If other than Item 6)		CODE		
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State, and Zip Code) OAO Corporation 7500 Greenway Center Drive Greenbelt MD 20770			(x)		9A. AMENDMENT OF SOLICITATION NO.	
					9B. DATED (SEE ITEM 11)	
					10A. MODIFICATION OF CONTRACT/ORDER NO. NAS5-98144/CC90300B	
					10B. DATED (SEE ITEM 13) December 1, 2001	
CODE		FACILITY CODE				
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS						
<p>[] The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers [] is extended, [] is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:</p> <p>(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.</p>						
12. ACCOUNTING AND APPROPRIATION DATA (If required)						
No Change						
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.						
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.						
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).						
XX C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR CLAUSE 52.212-4 CONTRACT TERMS AND CONDITIONS - COMMERCIAL ITEMS, (C) CHANGES						
D. OTHER (Specify type of modification and authority)						

E. IMPORTANT: Contractor [] is not, **[XX]** is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

KENNEDY SPACE CENTER --- ODIN SERVICES

Subject: ODIN Support of the IFM Appliances

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Lisa A. Nicholson Contracts Manager		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Penelope A. Ebright Delivery Order Contracting Officer	
15B. CONTRACTOR/OFFEROR Original signed by Lisa A. Nicholson (Signature of person authorized to sign)	15C. DATE SIGNED 10/28/2002	16B. UNITED STATES OF AMERICA BY Original signed by Penelope A. Ebright (Signature of Contracting Officer)	16C. DATE SIGNED 10/31/2002

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (Rev. 10-83)

Prescribed by GSA
FAR (48 CFR) 53.243

Contract NAS5-98144/CC90300B

Modification No. 38

1. The purpose of this modification is to incorporate the description and prices of the ODIN support of the IFM appliances acquired from the ODIN catalog.
2. The Contractor agrees to make available the following services from the ODIN Catalog at the negotiated prices and descriptions as set forth below and in the enclosure to this Modification. These services shall only be ordered by the DOCO, DOCOTR, or designee.

Catalog Items	Catalog Prices
NISSU (IFM) appliance (thin client configuration)	\$1,875.00
NISSU (IFM) appliance delivery and installation	\$105.00
NISSU (IFM) appliance replacement/maintenance regular support	\$200.00
NISSU (IFM) appliance replacement/maintenance critical support	\$325.00

3. In support of the NISSU (IFM) appliances provided under the ODIN catalog, the Contractor agrees to provide support as identified below. Delivery Order Part III, Section A is revised to incorporate the following paragraph.

12. ODIN SUPPORT OF THE NISSU (IFM) APPLIANCES

- a. The ODIN Contractor shall provide entitlement for the NISSU environment to print to the same set of all network printers defined as IFM/NACC printers. ODIN shall use the existing ODIN Shared Peripheral print server queues.
- b. The ODIN Contractor shall provide the necessary storage facility for inventory spares. Inventory spares are those ordered appliance systems not initially deployed but shall be used by the ODIN Contractor as replacement systems.
- c. The ODIN Contractor shall be responsible for asset management commensurate with ODIN Catalog purchases, both the systems deployed and those held in the spares inventory. The Government is entitled to an optional Government-initiated Asset Transition of any or all NISSU Appliances to the Government at any time prior to the end of the Delivery Order, or at the end of the Delivery Order. The ODIN Contractor shall provide its asset management information of these Catalog items on the request from the DOCOTR.
- d. The catalog price of the appliance system shall include the total asset transition value. There shall be no additional costs for any Government-initiated asset transition.
- e. The ODIN Contractor shall negotiate with the DOCOTR an acceptable ordering date for the initial order of systems and spares which will be based upon system availability by Wyse and/or associated vendors.
- f. The ODIN Contractor is responsible for delivery and set-up of the ordered systems within 10 business days after full receipt of the equipment/systems from Wyse and/or associated vendors.

- g. Additional spare requirements shall be identified as needed by the ODIN Contractor to the Center DOCOTR. The ODIN Contractor shall deliver spares within 5 days to the Center upon full receipt from Wyse and/or associated vendors. In the event the products are not available from Wyse and/or associated vendors, the ODIN Contractor shall coordinate with the DOCOTR to establish the expected delivery date based on product availability.
 - h. The ODIN Contractor shall notify the DOCOTR of any difficulties with scheduling installation with the end user, and related scheduling problems if Wyse terminal units are non-functional because they are defective at point of installation. In the event an end user will not accept receipt of the system or units are defective, ODIN delivery metrics may be waived for the NISSU Appliance on a case-by-case basis by the DOCOTR.
 - i. The ODIN Contractor will notify the DOCOTR if sparing levels exceed 5% of install base, or drop below 2% of the install base. At no time shall the spares quantities drop below 2 spare systems (as defined in Catalog Item 1 description) before the ODIN Contractor notifies the DOCOTR that the spares inventory requires replenishment..
 - j. The ODIN Contractor shall provide warranty support for the defective systems to be returned to the OEM. This includes, but not limited to, maintaining the warranty data with the OEM, registering for Return Merchandise Authorization (RMA) with OEM, packing and shipping the defective systems to the OEM depot, receipt of the repaired/replacement systems, and re-stocking of the repaired/replacement systems into the spares inventory. Shipping costs for return equipment shall be the responsibility of the ODIN Contractor, as part of the Catalog price.
 - k. The ODIN Contractor shall establish policies for disposable components (e.g. keyboards and mice) to avoid excessive expenses for shipping and handling low dollar value (less than \$50) equipment to OEM for repair.
 - l. **NISSU (IFM) BONUS** - The ODIN Contractor shall meet or exceed service requirements at 98.0% for system delivery and replacement (except for product availability). A one-time incentive bonus for the initial deployment phase shall be made if the contractor meets or exceeds this metric for the delivered systems. The amount of bonus will be equal to 3% of the total dollar amount of NISSU appliance systems ordered for this phase for the respective center.
4. In consideration of the modification agreed to herein as complete equitable adjustment for the changes set forth, the Contractor hereby releases the Government from any and all liability under this delivery order for further equitable adjustment attributable to such fact or circumstances giving rise to these changes.
5. All other terms and conditions remain unchanged.

Catalog Item 1: NISSU (IFM) Appliance System consisting of the following items

1. WyseWinTerm Thin Client Configuration Part # 902032-55 including:
 - a. Model WT9235LE Thin Client
 - b. 192MB Disk-on-Chip (DOC) w/NASA Standard Load
 - c. 256MB RAM
 - d. Windows XPe operating system
 - e. Rapport Workgroup Management Software
 - f. NEC MultiSync LCD1720M, 17" flat panel monitor
 - g. VESA 100MM Mounting Bracket
 - h. Lite-on Security Smart Card Keyboard Model SK-3105 (beige color)
 - i. Logitech Optical Mouse, USB port (beige color)
 - j. RJ45 Category 5e Ethernet Red colored cable for connecting thin client to the network wall plate
 - k. Wyse Rapport Enterprise Software Upgrade
 - l. Wyse Rapport Enterprise 3 Year Maintenance
2. All items above shall have OEM (Wyse) warranty for a period of 3 years.
3. NASA will provide the standard load (see 1b above) to Wyse prior to system ordering. Wyse shall provide pre-configured appliances with the standard load pre-flashed on the system.
4. Delivery of the ordered systems shall be as specified in the Delivery Order.

Catalog Item 2: NISSU (IFM) Appliance Delivery and Installation

1. The ODIN Contractor shall deliver the IFM appliance system to the users as identified by the DOCOTR and set-up the system in accordance with the installation and set-up instructions provided by NASA.
2. The set-up services shall include: unpack and connect keyboard, monitor, mouse, network cable and terminal; power the system on and log on with IFM ID and validate network connectivity to the NISSU Citrix server farm.
3. NASA will provide network connectivity at the wall plate. The ODIN Contractor will not be responsible for testing connectivity if NASA has not provided the network connection prior to or at the time of installation.
- 4a. If hardware problems occur during the delivery and installation such that the system will not power on, the ODIN Contractor shall immediately replace the problem system with a replacement unit from the spares inventory.
- 4b. If setup problems occur during the installation, the ODIN Contractor shall call the NISSU Help Desk. If problems cannot be resolved by the NISSU within 10 minutes, the ODIN Contractor shall leave the system in place at the user's desk and may leave the site, and this delivery incident will be counted as a successful completed delivery in the ODIN metrics.
5. The ODIN Contractor is responsible for delivery and set-up at the users' desks the ordered systems within 10 business days after full receipt of the equipment/systems from Wyse and/or associated vendors
6. The ODIN Contractor shall provide the new Media Access Control (MAC) address to the NISSU Help Desk.
7. Each system shall include one move, add, and change (M/A/C), per year per system.

Catalog Item 3: NISSU (IFM) Appliance Replacement/Maintenance Regular Support

This Catalog item applies to a **single** ODIN post-installation maintenance event.

1. Within 2 hours of notification from the NISSU HelpDesk, the ODIN Contractor shall deliver a replacement system and pickup the defective system.
2. The replacement and defective systems shall consist of the complete NISSU appliance system (thin client configuration, monitor, keyboard, mouse, and cables).
3. The ODIN Contractor is not required to perform in-the-field repairs of broken devices; however, may use best judgment on replacing components such as keyboards, monitors, or mice as required.
4. This 2-hour return-to-service shall be provided during the **regular** business hours 6 am to 6 pm, Monday through Friday on a non-contiguous hour basis (as part of the warranty support provided by the ODIN Contractor).
5. The ODIN Contractor shall provide the new serial number and Media Access Control (MAC) address of the replacement system to the NISSU Help Desk. This information must be provided to the NISSU HelpDesk before setup can be performed for the replacement system. The ODIN Contractor shall install and setup the replacement system in accordance with the instructions provided by NASA.
6. Shipping costs for return equipment shall be the responsibility of the ODIN Contractor, as part of the Catalog price.

Catalog Item 4: NISSU (IFM) Appliance Replacement/Maintenance Critical Support:

This Catalog item applies to a **single** ODIN post-installation maintenance event. **For KSC only**, the DOCOTR, DOCO, or designee will notify the ODIN program manager prior to issuance of catalog Item 4.

1. Within 4 hours of notification from the NISSU HelpDesk, the ODIN Contractor shall deliver a replacement system and pickup the defective system.
2. The replacement and defective systems shall consist of the complete NISSU appliance system (thin client configuration, monitor, keyboard, mouse, and cables).
3. The ODIN Contractor is not required to perform in-the-field repairs of broken devices; however, may use best judgment on replacing components such as keyboards, monitors, or mice as required.
4. This 4-hour return-to-service shall be provided during **non-regular** business hours, for all times outside of 6 am to 6 pm, Monday through Friday non-contiguous hours (as part of the warranty support provided by the ODIN Contractor).
5. The ODIN Contractor shall provide the new serial number and Media Access Control (MAC) address of the replacement system to the NISSU Help Desk. This information must be provided to the NISSU HelpDesk before setup can be performed for the replacement system. The ODIN Contractor shall install and setup the replacement system in accordance with the instructions provided by NASA.
6. Shipping costs for return equipment shall be the responsibility of the ODIN Contractor, as part of the Catalog price.